

# Online Verification (OLV) Communication Procedures

## Issue Communication Flows

*For contact information, see Section 3 of this procedure.*

### 1. General Issues Communication Flow

This flow is for general issues such as bugs, inability to print, and other cases in which OLV is still functioning overall. See Section 2 for reporting outages.

- 1) *Users* report all problems encountered directly to the DHHS Customer Support Center.
- 2) The *DHHS Customer Support Help Desk* is reached by calling (919) 855-3200, option 3, to open a ticket.
- 3) If the problem is technical, including an outage or connectivity issue, the *Help Desk* alerts the OLV Technical Team.
- 4) If the *OLV Technical Team* determines the cause of the outage or connectivity issue to be within the OLV Technical Team's capacity to correct, the Team corrects the issue. If the outage or connectivity issue is beyond the OLV Technical Team's capacity to correct, or if the OLV Technical Team cannot determine the cause of the outage or connectivity issue, the OLV Technical Team alerts the Office of Information Technology Services (ITS) of the outage or connectivity issue associated with the ticket.
- 5) If the problem is a procedural matter for any application reporting data to OLV or a policy issue, the *DHHS Customer Support Center* alerts the NC FAST Readiness Coordinator with ticket information.
- 6) The *NC FAST Readiness Coordinator* notifies the DHHS Customer Support Center of the resolution of the ticket for the reported problem.
- 7) After a resolution is in place, the user(s) is notified per DHHS Customer Support Center procedures and the ticket is closed. Alternatively, the NC FAST Readiness Coordinator and other NC FAST project staff may notify the user directly, keeping the DHHS Customer Support Center updated as developments warrant.

### 2. Outage Communication Flow

The following scenarios are adopted for OLV in the Production environment:

- **Planned Maintenance:** Planned maintenance will occur no earlier than 5:30 p.m. ET. An announcement to this effect will be made via the DHHS Listserv and to the Division of Social Services Security Officers e-mail listing in advance of the outage.
- **Unexpected OLV outages:** This classification refers to instances when OLV goes down without any preparation or notice due to hardware or software failure, etc.

#### 2.1. Planned Maintenance Procedure

Unless it can be avoided, unplanned maintenance will be scheduled either no earlier than 5:30 p.m. ET or during weekend maintenance windows.

The OLV Technical Team reports all planned, anticipated, and expected outages and other unavailability episodes in advance monthly to the OLV Steering Committee. As well, the OLV Technical Team reports all outages and unavailability episodes retrospectively and monthly to the NC FAST Project's Executive Advisory Committee.

At a minimum, the mainframe team will ensure that, at the time, a detail design document is approved for system modifications to a system interfacing with OLV. The OLV Technical Team is notified, and a copy of the document is made available to the OLV Technical Team for analysis and appropriate changes to OLV to coordinate with release of mainframe changes.

## 2.2. Unexpected Outage Procedure

DHHS will use the following procedure for unexpected outages:

- 1) *Agency Users* report the outage to the DHHS Customer Support Center. The outage may take the form of (a) complete unavailability of the application; (b) unresponsiveness from a reporting application; or (c) lack of response from a reporting application.
- 2) The DHHS Customer Support Center opens a ticket.
- 3) If the DHHS Customer Support Center **can** access OLV and the reporting user cannot do so (refer to Step 1 (a) above), then the issue likely pertains to the reporting agency. The DHHS Customer Support Center directs the reporting user to the user's information technology support team and *closes* the ticket.
- 4) If a reporting application is unresponsive, the DHHS Customer Support Center attempts a similar inquiry. If the reporting application's unresponsiveness is validated, the DHHS Customer Support Center opens a ticket and notifies the OLV Technical Team.
- 5) If the DHHS Customer Support Center **cannot** access OLV, then the issue is an OLV problem. The DHHS Customer Support Center opens a ticket and notifies the OLV Technical Team.
- 6) The OLV Technical Team assesses the situation as quickly as possible to devise the appropriate solution and determine approximate downtime.
  - If the problem will require minimal downtime (1 hour or less), the OLV Technical Team notifies the DHHS Customer Support Center to this effect in order to alert user(s).
  - The DHHS Customer Support Center creates an appropriate terminal message and sends it to the DHHS List Serv and to the Division of Social Services Security Officers e-mail listing.

### OR

- If the problem will require extended downtime (more than 1 hour), the OLV Technical Team notifies the DHHS Customer Support Center.
- The DHHS Customer Support Center creates an appropriate terminal message and sends it to the DHHS List Serv and to the Division of Social Services Security Officers e-mail listing.

Once the unresponsive application's reporting status is resolved (by either resumption of service or periodic reporting of status to the OLV Technical Team, or OLV is functioning again, the OLV Technical Team alerts the DHHS Customer Support Center. The DHHS Customer Support Center then creates and distributes a terminal message to the DHHS List Serv and to the Division of Social Services Security Officers e-mail listing and closes the ticket.

### NOTE

Technical and Customer Support is available **Monday through Friday, 8:00 a.m. - 5:00 p.m. only.**

### 3. Contact Information

Name	Contact
DHHS Customer Support Center	<b>DHHS Customer Support Center:</b> Provides customer support for all DHHS-supported applications. They already have established procedures that are not repeated in this procedure. Contact the DHHS Customer Support Center by calling (919) 855-3200, option 3. The group email is <a href="mailto:DHHS.Customer.Support.Center@dhhs.nc.gov">DHHS.Customer.Support.Center@dhhs.nc.gov</a> .
Mark Barnhart	<b>NC FAST Readiness Coordinator:</b> First contact within the NC FAST Project for non-technical matters. Contact the NC FAST Readiness Coordinator by calling (919) 855-3202, or e-mailing <a href="mailto:mark.barnhart@dhhs.nc.gov">mark.barnhart@dhhs.nc.gov</a> .
Anthony Vellucci	<b>NC FAST Program Director:</b> Manager overall business and technical arrangements and initiatives for the NC FAST Program. Contact the NC FAST Program Director by calling (919) 855-3262, or e-mailing <a href="mailto:anthony.vellucci@dhhs.nc.gov">anthony.vellucci@dhhs.nc.gov</a> .